

CHANGE MANAGEMENT PLAN
Request Tickets Management System

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11/26/2017

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INTRODUCTION

The Change Management Plan is created for the Request Tickets Management System, a Project Based Learning Capstone Project, in order to set expectations on how the approach to changes will be managed, what defines a change, the purpose and role of the change control board, and the overall change management process. All stakeholders will be expected to submit or request changes to the RTMS Capstone Project in accordance with this Change Management Plan and all requests and submissions will follow the process detailed herein.

CHANGE MANAGEMENT APPROACH

The Change Management approach for the RTMS Capstone Project will make sure that all changes that will be proposed will be clearly presented and defined and to review and agreed upon by the Change Control Board and its stakeholders. This approach will also ensure that only changes within the scope of this project are approved and implemented.

The Change Management approach is not to be confused with the Change Management Process which will be detailed later in this plan. The Change Management approach consists of three areas:

- Keep the scope consistent and changes still relevant for the scope
- Clearly plan the implementation of the proposed changes.
- Manage the change as it is implemented

The Change Management process has been designed to make sure this approach is followed for all changes. By using this approach methodology, the IS Project Team will prevent unnecessary change from occurring and focus its resources only on beneficial changes within the project scope.

DEFINITIONS OF CHANGE

There are several types of changes which may be requested and considered for the RTMS Capstone Project. Depending on the extent and type of proposed changes, changes project documentation and the communication of these changes will be required to include any approved changes into the project plan and ensure all stakeholders are notified. Types of changes include:

- **Scheduling Changes:** changes which will impact the proposed project schedule. These changes may require fast tracking, crashing, or re-baselining the schedule depending on the significance of the impact.
- **Budget Changes:** changes which will affect the project impacting the cost of the project making

The project manager must ensure that any approved changes are communicated to the project stakeholders. Additionally, as changes are approved, the project manager must ensure that the changes are captured in the project documentation where necessary. These document updates must then be communicated to the project team and stakeholders as well.

CHANGE CONTROL BOARD

The Change Control Board (CCB) is composed of all team developers in the group. Every member is authorized to review, approve, and decline all proposed change requests pertaining to the RTMS Capstone Project. The purpose of the CCB is to review all change requests, determine their impacts on the project risk, scope, cost, and schedule, and to approve or deny each change request. The following chart provides a list of the members of the developers of the RTMS Capstone Project:

Name	Position	CCB Role
S. Ibañez	Project Manager	CCB Chair
K. Bariuan	Documentation	CCB Co-Chair
Z. Vertudes	System Analyst	CCB Co-Chair
B. Talosic	Q.A. Staff	CCB Co-Chair

As change requests are submitted to RTMS Capstone project by the project team/stakeholders, the Project Manager will log the requests in the change log and the CCB will convene every other Friday to review all change requests. For a change request to be approved, all CCB members must vote in favor. In the event more information is needed for a particular change request, the request will be deferred and sent back to the requestor for more information or clarification. If a change is deemed critical, a CCB meeting can be called in order to review the change.

ROLES AND RESPONSIBILITIES

The following are the roles and responsibilities for all change management efforts related to the RTMS Capstone Project:

Project Manager:

- Receive and log all change requests from project stakeholders
- Conduct preliminary risk, cost, schedule, scope analysis of change prior to CCB
- Seek clarification from change requestors on any open issues or concerns
- Make documentation revisions/edits as necessary for all approved changes
- Participate on CCB

Project Documentation:

- Submit all change requests on standard organizational change request forms
- Provide all applicable information and detail on change request forms
- Be prepared to address questions regarding any submitted change requests
- Provide feedback as necessary on impact of proposed changes

System Analyst:

- Quickly analyzes how to make the system adapt to change.
- Knows the impact that a change can do to the project.
- Monitor the system if changes are done.
- Provide feedback as necessary on impact of proposed changes

Q.A. Analyst:

- Quickly determines the effect of change that has occurred to the project.
- Debugs the system when change has been implemented.
- Monitor the system if changes are done.
- Provide feedback as necessary on impact of proposed changes

CHANGE CONTROL PROCESS

The Change Control Process for the RTMS Capstone Project will follow the organizational standard change process for all projects. The project manager has overall responsibility for executing the change management process for each change request.

- 1) Identify the need for a change (Stakeholders) – Change requestor will submit a completed change request form to the project manager.
- 2) Log change in the change request register (Project Manager) – The project manager will keep a log of all submitted change requests throughout the project's lifecycle.
- 3) Evaluate the change (Project Manager, System Analyst) – The project manager will conduct a preliminary analysis on the impact of the change to risk, cost, schedule, and scope and seek clarification from team members and the change requestor.
- 4) Submit change request to CCB (Project Manager) – The project manager will submit the change request, as well as the preliminary analysis, to the CCB for review.
- 5) Obtain Decision on change request (CCB) – The CCB will discuss the proposed change and decide whether or not it will be approved based on all submitted information.
- 6) Implement change (Project Manager) – If a change is approved by the CCB, the project manager will update and re-baseline project documentation as necessary.

SPONSOR ACCEPTANCE

Approved by the Project Sponsor:

<Project Sponsor>

<Project Sponsor Title>

Date: _____